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User manual ZEBRA KR203
User guide ZEBRA KR203
Operating instructions ZEBRA KR203
Instructions for use ZEBRA KR203
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Windows Compatible Status - equivalent Windows to driver error codes. Programming Samples Setting up forms. This manual will be updated from time to

time as printer functions and features may be added or amended. You will always find the latest edition on our web site (http:// www.zebra. com). If you require information for functions not found in this manual edition, please contact Technical Support for your region or the Zebra partner the printer was purchased from. 8/6/2010 KR203 Software Integrator Guide P1028248-001 Rev. A 2 Introduction Contacts Contacts Technical Support via the Internet is available 24 hours per day, 365 days per year. Web Site: www. zebra.com E-mail Back Technical Library: · · E-mail address: emb@zebra.com Subject line: Emaillist Self Service Knowledge Base: www.zebra.com/knowledgebase Online Case Registration: www.zebra.com/techrequest Which Department Do You Need? Regional Headquarters The Americas Zebra Technologies International, LLC 475 Half Day Road, Suite 500 Lincolnshire, IL 60069 USA T: +1 847 634 6700 Toll-free +1 866 230 9494 F: +1 847 913 8766 Technical Support For questions on the operation of Zebra equipment and software, please call your distributor.

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com T: +44 (0) 1628 556037 F: +44 (0) 1628 556005 E: mseurope@zebra.com T: +1 877 ASK ZEBRA (275 9327) E: clientcare@zebra.com T: +44 (0) 1628 556032 F: +44 (0) 1628 556001 E: cseurope@zebra.com P1028248-001 Rev. A KR203 Software Integrator Guide 8/6/2010 Introduction Document Conventions 3 Document Conventions The following conventions are used throughout this document to convey certain information: Alternate Color Cross-references contain links to other sections in this guide. If you are viewing this guide online, click the blue text to jump to its location. Important · Advises you of information that is essential to complete a task. Note · Indicates information that emphasizes or supplements important points of the main text. 8/6/2010 KR203 Software Integrator Guide P1028248-001 Rev. A 4 Introduction Document Conventions P1028248-001 Rev.
A KR203 Software Integrator Guide 8/6/2010 2 Windows Driver Description The Windows driver is the only method of communicating with the printer. The driver's functions also include: the rendering engine, user interface, and a language monitor for reporting printer functions. The driver interface includes tools for updating the printer firmware, checking and printing configuration status, and setting up for different types of media. The driver currently runs on Windows XP, Windows Vista, Windows 7, Windows Sedows XP, Windows Vista, Windows 7, Windows Server 2003, or Windows Server 2008, the host computer will automatically recognize the printer upon reconnecting. When the printer is disconnected, the printer icon will show "Offline" then "Offline-Offline".
The printer icon will also be "grayed out" as it cannot be found by the host computer. Proceed with the repair procedures or power on procedures, or wait ten seconds and then reconnect the printer to the host computer. The printer icon will show "Offline" then "Not Available". Press and release feed button on the printer to feed a blank receipt. The printer icon will show "Output Bin Full - Not Available" then "Output Bin Full".
Remove the receipt from the presenter. The printer icon will show "Ready". 8/6/2010 KR203 Software Integrator Guide P1028248-001 Rev. A 14 Windows Driver Properties Properties The Zebra Kiosk Printer Windows driver is based on the Microsoft Unidriver architecture for raster based printers. Zebra provides two OEM libraries (UI and Rendering) to enable specific printer functionality within the driver. In addition to the standard Microsoft driver, Zebra provides a bi-directional interface through a Language Monitor DLL. All of the OEM features will be described below. To access the printer properties, in the control panel select Printers and Faxes; right click on the printer icon and select properties. In Windows 7, log in as an Administrator and open the Print Management window; right click on the printer and select properties. General The General Tab enables access to the printers basic settings.

Printer Name Assigning the printer a custom name makes it easier to identify it if there is an error. P1028248-001 Rev. A KR203 Software Integrator Guide 8/6/2010 Windows Driver Properties 15 Location Entering a location let's you know where the printer is should an error need to be corrected. Comment Any additional information about the printer that may be helpful. Printing Preferences Simple information about the page layout and paper quality. Advanced settings such as output, graphic options, and document options. Print Test Page Sends a page to the printer to see if everything is working properly. 8/6/2010 KR203 Software Integrator Guide P1028248-001 Rev. A 16 Windows Driver Properties Sharing The sharing tab enables you to share the printer with other computers. P1028248-001 Rev.
A KR203 Software Integrator Guide 8/6/2010 Windows Driver Properties 17 Ports The Ports tab enables you to assign the printer to a specific port on the computer . Additionally, by having the "Enable bidirectional support" box checked, the printer can send messages to the computer. "Enable printer pooling" is useful when multiple printers are connected to the same PC and shared resources are necessary to print many documents, or as a backup. 8/6/2010 KR203 Software Integrator Guide P1028248-001 Rev. A 18 Windows Driver Properties Advanced The Advanced Tab enables you to control when receipts are printed.
P1028248-001 Rev. A KR203 Software Integrator Guide 8/6/2010 Windows Driver Properties 19 Color Management 8/6/2010 KR203 Software Integrator Guide P1028248-001 Rev. A 20 Windows Driver Properties Device Settings The Device Settings Tab is where the main features of the printer are configured. Form To Tray Assignment Selects the media width and page length.

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The driver supports page length from 92mm to 600mm with the default set to 400mm.
The driver supports page widths of 58, 60, 80, and 82.5mm. The driver incorporates a side margin of 2mm. For suggestions on making custom forms, refer to "Setup Printer Forms in Windows XP and Vista" on page C-1, and "Setup Printer Forms in Windows 7" on page C-3. Printer Settings Darkness sets the level of the black on the page. The range of the darkness setting is from 0 to 30 with the default setting at 20. Max Print Speed is how fast the page will print. The range of the max print speed setting is from 75mm to 152mm/sec with the default setting at 152 mm/s. Document Settings Media Tracking sets continuous, variable length, or mark sensing with the default set to variable length. When media tracking is set to continuous, the driver sends the full page size to the printer (Page Mode).

The page length will always be the same as the selected paper P1028248-001 Rev. A KR203 Software Integrator Guide 8/6/2010 Windows Driver Properties 21 size (e.g. if 58mm x 200mm Roll Paper is selected, the print will be 200mm long in Page Mode). When media tracking is set to variable, the driver will shorten the print to only contain the imaged document. The driver will end the print after the last printed element (text, barcode, or graphic) then send a feed, cut, and eject command. The page length may vary from page to page but will always be a minimum of 92mm. When mark sensing is set, the driver will send the page size to the printer, the printer will restrict the print to the area between the black marks. If the printed area is larger than the space between the black marks, it will print additional pages (receipts). The margin values in the receipt application must be corrected after setting the driver values.
If the margin in the application is set to 9mm and the driver is set to 2mm, the application setting will be enforced unless the driver is changed accordingly. Compression sets whether the data is sent to the printer compressed or uncompressed. If the data is sent uncompressed, this may result in longer print times. However, depending on the complexity of the image, compressed data may not significantly reduce print time. Presenter Settings Cutter Mode determines how the receipt is cut; Partial Cut Width sets the width of paper that remains attached in the center of the receipt after a cut.
The range is 0 and 1mm to 60mm. If the range is set to 0 then the receipt will be cut completely. Partial cut is activated only when "cut per document" is selected - in other words, when a multi-page document is sent to the printer, each page will receive a partial cut and a full cut at the end of the document. Note: Partial cut will only work with Document mode and will be set to 0 otherwise. Presenter Loop Length determines how much paper is held in the presenter loop.
Eject Length determines how much paper is exposed for the customer. The range is from 1mm to 600mm with the default set to 50mm. If the eject length is set larger than the length of the receipt, the printer will retain a portion of the receipt in the presenter unless the "Clear Presenter" option is set to "Yes". Presenter Length Addition is an additional length to compensate for the thickness of the kiosk wall. The range is from 0 to 255mm with the default set to 0. Presenter Timeout determines how long the presenter will hold the receipt before ejecting it. The range for the timeout is from 0 to 300 seconds with the default set at 0. Clear Presenter determines if a receipt is retained, or if it is ejected after the the presenter. Clear Presenter should not be used with Page Hold and will be set to No if Page Hold is selected. Page Hold determines if individual pages of a multi-page print are held.

The driver shall monitor the presenter to determine if it has cleared before sending the next page. Page Hold should only be used with Cut per page and will be set to No otherwise. 8/6/2010 KR203 Software Integrator Guide P1028248-001 Rev. A 22 Windows Driver Properties Tools The Tools Tab enables access to diagnostic functions and controls. Clear Kiosk Presenter Ejects any media in the presenter. Send PRN File Sends a saved PRN file to the printer. Update Firmware Calls the firmware downloader utility and updates the printer firmware. Set Black Mark Mode Sets the printer to use black mark media. Set Continuous Mode Set the printer to print continuous pages. Feed One Receipt Feeds a single blank receipt.
Print Config Label Prints a page with the printer configuration information. The "Enable bidirectional support" box must be checked (see "Ports" on page 17). P1028248-001 Rev. A KR203 Software Integrator Guide 8/6/2010 Windows Driver Properties 23 Printer Controls Provides additional control for the spooled print job. Delete Print Job on Error: When checked, the driver will delete all print jobs when an error occurs; this includes the current and all following print jobs.
When not selected, only the current print job will be deleted; all following print jobs will be retained. Send Printer Parameter: When checked and only send some control commands when unchecked. Set vertical home position to zero: When checked, the top margin is set to. It will add the margin to the end of the page when in Continuous mode and discard the margin at the end if in Variable mode. In Continuous mode, it will also subtract from the printable area. 8/6/2010 KR203 Software Integrator Guide P1028248-001 Rev. A 24 Windows Driver Properties Update Firmware Check the firmware version installed on the printer by printing a configuration label, the firmware version will be shown. Go to the Zebra Website at www.zebra.com to check the latest version. Follow the procedures on the website and download the firmware package to the computer to which the printer is connected to and that runs the driver. From the Tools tab, click on "Update Firmware". A dialog box will appear. Select the printer to be updated. Then, click "Select Firmware" and navigate to the firmware package downloaded from the Zebra Website.

P1028248-001 Rev. A KR203 Software Integrator Guide 8/6/2010 Windows Driver Properties 25 Click "Download Firmware". Confirm the installation by clicking Yes. The status light on the printer will flash intermittently between green and red indicating that a firmware update is in progress. The printer will reset and the Found New Hardware Wizard will begin configuring the printer with the new firmware. Click "Finish" to continue. 8/6/2010 KR203 Software Integrator Guide P1028248-001 Rev. A 26 Windows Driver Properties Printer Information The Printer Information Tab gives detailed information about the service of the printer. The "Enable bidirectional support" box must be checked (see "Ports" on page 17).

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Cut Odometer Displays the number of cuts made.

Length Odometer Displays how much media has been fed through the printer. Serial Number Displays the serial number of the connected printer. Windows Error Show the windows error code. Printer Status Displays the state of the printer. See Table A-1 on page A-1 for errors descriptions.

Refresh Changes the information shown in the Printer Information tab to the most current condition. P1028248-001 Rev. A KR203 Software Integrator Guide 8/6/2010 Windows Driver Properties 27 Import/Export Settings The Import/Export Tab enables you to save the current printer configuration for use with other printers. Export Saves the current printer configuration to a file. Import Imports a saved printer configuration file.

Default Resets all settings to the default parameters. When Importing or defaulting the properties you should cancel out of the UI to set the newly loaded parameters since an OK will apply the currently set parameters in the Device Settings. Alternatively you can tab through the settings in Device Settings and it will change to the newly loaded properties. 8/6/2010 KR203 Software Integrator Guide P1028248-001 Rev. A 28 Windows Driver Properties About The About Tab shows the current driver version. P1028248-001 Rev. A KR203 Software Integrator Guide 8/6/2010 Windows Driver Setting Black Mark Mode 29 Setting Black Mark Mode The printer is optimized to detect black marks printed with IR sensitive ink and ignore preprint in IR blind ink. For 80 and 82.5mm media, the black marks will be centered 30mm to the right of the paper center when viewing the imaged side of the receipt and print direction is downward; for 58 and 60mm media, the black marks will be centered 22mm to the left of the paper when viewing the imaged side of the receipt and the print direction is downward. The printer will support media with black mark thickness in printing direction of 2.

5 9.0mm, and a width of 5.0 10.0mm when the black mark is centered on the sensor. Refer to the Hardware Integrator Guide (P1028247) for black mark media requirements. 1. Choose the correct media guide for the desired media width. Refer to the Hardware Integrator Guide (P1028247) for media guide installation instructions. 2. Perform a media guide calibration.

Refer to "Application User Interface" on page 63. 3. Load the desired media. 4. In the Tools tab of the Windows driver, click "Set Black Mark Mode". A dialog box will appear asking to confirm your selection, click "Yes". 5. The printer will feed media, detect the black marks, and eject the media.

@@@@@@@@@@@@It indicates the printer is functioning normally. This code indicates that media is stuck in the presenter.

@@@@@@@@@@@@@@@@This code indicates that the print head has been lifted. @@@@@@@@@@@@@@@@This code indicates that the bootware has detected an incorrect or missing checksum in the firmware. This error is cleared when the firmware is reloaded or updated. Refer to the Software Integrator Guide for firmware upload procedure. Four Red Flashes 4 - Print Head Lifted Five Red Flashes 5 - Paper Feed Error Yellow Flashing 6 - Head Temperature Error Rapid Amber Flashing Firmware missing or corrupt Rev. A KR403 Troubleshooting Print Quality Problems 33 Application User Interface With the printer power on, press and hold the feed button. Continue holding the feed button until the status indicator flash sequence occurs. The next flash sequence occurs after completion of the previous flash sequence. The flash sequences perform the following functions: Table 3-2 · Application User Interface Status Flash Sequence One Flash, then Solid Green Two Flash, then Solid Green Three Flash, then Solid Green Four Flash, then Solid Green Five Flash, then Solid Green Action Appears for one second. This will print an internal self-test page.

Appears for one second. Performs system calibration must be started with paper out of presenter and from under printhead, and with no error signaled. Appears for one second. Performs a simulated USB cable connect and reconnect causing a USB plug-and-play event to occur. Appears for one second. Sets all printer settings to the default with the exception of media guide calibration, then it will perform the media guide calibration. Appears for one second. Prints a 50% gray pattern, ejects it and then prints a diagonal line pattern and ejects it. If the feed button remains pressed after the five flash sequence, the status light goes off. Printer status is also reported during normal operation when an error occurs, or a status request can be sent to the printer via the Windows driver.

for error codes reported by the Windows driver. Print Quality Problems No print on the label. · The media may not be direct thermal media, or the thermal media coating is not facing upward. · Is the media loaded correctly? Is the thermal media coating facing upward? · The printhead may be dirty or damaged. · · The printhead is dirty.

Clean the printhead. Refer to the Service Manual (P1028249) for instructions. The printhead is damaged. Replace the printhead. Refer to the Service Manual (P1028249) for instructions.

· The printhead wiring may be damaged or not connected properly. · · Check the wiring connections at the printhead and the main logic board. Check for damage to the wiring. Replace the wiring if damaged. Rev. A KR403 34 Troubleshooting Print Quality Problems The printed image does not look right. · The printhead is dirty. Clean the printhead. Refer to the Service Manual (P1028249) for instructions. · The printhead has worn out.

The printhead is a consumable item and will wear out due to friction between the media and printhead. Using unapproved media may shorten life or damage your printhead. Replace the printhead. Refer to the Service Manual (P1028249) for instructions. · Adjust the print darkness and/or print speed. See "Device Settings" on page 20. · The Windows printer driver or application software may change these settings and may require a change to optimize print quality. · The media being used is incompatible with the printer. Be sure to use the recommended media for your application, and always use Zebra-approved media. · The platen (driver) roller maybe losing traction due to: · · Foreign objects attached to its surface.

The rubbery smooth surface has become polished and slippery. · The platen may need cleaning or replacement. Refer to the Service Manual (P1028249) for instructions. There are long tracks of missing print (blank vertical lines) on several labels. · The printhead may be dirty or damaged. · The printhead is dirty. Clean the printhead. Refer to the Service Manual (P1028249) for instructions. The printhead is damaged.

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Replace the printhead.

Refer to the Service Manual (P1028249) for instructions. · · The printhead has worn out. The printhead is a consumable item and will wear out due to friction between the media and printhead. Using unapproved media may shorten life or damage your printhead. Replace the printhead. Refer to the Service Manual (P1028249) for instructions. The printing does not start at the top of the receipt or misprinting of one to three receipts. · The printer needs to be calibrated (refer to the two-flash sequence of "Application User Interface" on page 33). · Reload the media. Refer to the Hardware Integrator Guide (P1016701) for instructions.

Rev. A KR403 Troubleshooting Media Sensing Problems 35 Media Sensing Problems The KR403 printer default media mode is Continuous. The printer will remain in this mode until it is changed by the Windows Driver. The KR403 printer has automatic media calibration capability for black mark media. Once the printer is printing or feeding media, the printer continually checks and adjusts the media sensing to accommodate for minor changes in media parameters from page to page on a roll, and from roll to roll of media. The printer will automatically initiate a media length calibration if the expected media length or the page to page gap distance has exceeded the acceptable variation range when starting a print job or feeding media. If the printer does not detect blacklines (or notches with black mark sensing) after feeding the media the default maximum label length distance of 24 inches (610mm), then the printer will report a media error. Optionally, the printer can be set to do a short media calibration after loading media or when closing the printhead with power on. The printer will then feed up to three labels while calibrating. The printer will not load the media.

· The media has changed, or a different media guide has been installed. · Make sure the appropriate media guide is installed for the media being used. Refer to the Hardware Integrator Guide (P1016701) for instructions. Perform the two-flash procedure to recalibrate the printer and then perform the four-flash procedure to reset the printer default settings. Refer to "Application LED States" on page 31.

Reload the media (refer to the Hardware Integrator Guide (P1028247) for media loading procedures). Load the media manually. Refer to the Hardware Integrator Guide (P1016701) for instructions. · · · The platen (driver) roller maybe losing traction due to: · · Foreign objects attached to its surface. The rubbery smooth surface has become polished and slippery.

· The platen may need cleaning or replacement. Refer to the Service Manual (P1028249) for instructions. · The media sensor may be dirty or damaged. Refer to the Service Manual (P1028249) for instructions. · The printhead assembly is not closed. · Check the status light on either side of the printer. If the status light is showing four red flashes then the printhead is not closed. Push down on the printhead assembly until it locks into place. Rev. A KR403 36 Troubleshooting Other Problems · There is a jam under the printhead.

Refer to the Service Manual (P1028249) for instructions. · The large media roll may be over torquing the feed motor. Install the large media roll adapter. Refer to the Hardware Integrator Guide (P1016701) for instructions. The printer will not eject the media. · The presenter rollers are dirty or damaged. · The presenter rollers are dirty. Refer to the Service Manual (P1028249) for instructions. The presenter rollers are damaged. Refer to the Service Manual (P1028249) for instructions.

· · There is a jam under the presenter. Refer to the Service Manual (P1028249) for instructions. · The presenter sensor may be dirty or damaged. · The presenter sensor is dirty. Refer to the Service Manual (P1028249) for instructions.

The presenter sensor is damaged. Refer to the Service Manual (P1028249) for instructions. · · The presenter has not cleared the previous receipt. · Check the status light on either side of the printer. If the status light is showing one red flash then the printer is reporting media in the presenter.

Remove any media that may be in the presenter. · The presenter motor may need to be replaced. Refer to the Service Manual (P1028249) for instructions. · The presenter drive gears may be damaged or worn. Refer to the Service Manual (P1028249) for instructions. Other Problems The receipts are not cutting properly. · The cutter blade may be worn. Replace the cutter blades. Refer to the Service Manual (P1028249) for instructions. · The cutter tensioner may be worn or damaged.

Replace the cover plate assembly. Refer to the Service Manual (P1028249) for instructions. · Check the Cutter Mode setting, and the Partial Cut Width setting in the Windows driver.See"Device Settings" on page 20. Rev. A KR403 Troubleshooting Other Problems 37 · The cutter motor may need to be replaced. Refer to the Service Manual (P1028249) for instructions. · The cutter drive gear, drive pin, or cutter actuator may be damaged or worn. Refer to the Service Manual (P1028249) for instructions. · Check for the latest firmware and driver version.

There are no lights on the printer. · Make sure there is power applied to the printer. · The control panel may be dirty or damaged. Refer to the Service Manual (P1028249) for instructions. · The main logic board may be damaged.

Refer to the Service Manual (P1028249) for instructions. · Check for the latest firmware and driver version. A receipt format was sent to, but not recognized by, the printer. · If the status LED is on or flashing, refer to "Application LED States" on page 31. · Make sure the USB cable is correctly installed.

Refer to the Hardware Integrator Guide (P1016701) for instructions. · A communications problem has occurred. Perform a USB detect (refer to the threeflash sequence of "Application User Interface" on page 33). The receipts are not cutting at the black mark. · Make sure you are using the appropriate media guide for the desired media width. Refer to the Hardware Integrator Guide (P1016701) for media guide installation instructions. · Perform a media guide calibration. Refer to the two-flash sequence of "Application User Interface" on page 33. · Make sure you are using the appropriate media. Refer to the Hardware Integrator Guide (P1016701) for black mark media requirements.

· Use the Windows driver to set the printer to black mark mode. See "Tools" on page 22. · Reload the media. Refer to the Hardware Integrator Guide (P1016701) for instructions. Rev. A KR403 38 Troubleshooting Resetting the Factory Default Values Resetting the Factory Default Values Sometimes, resetting the printer to the factory defaults may solve some problems.

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Refer to the four-flash sequence of "Application User Interface" on page 33. Contact Technical Support Technical Support via the Internet is available 24 hours per day, 365 days per year. www.zebra.
com For questions on the operation of Zebra equipment and software, please call your distributor. For additional assistance, contact us. Please have your model and serial numbers available. Rev. A KR403 Appendix A Windows Compatible Status These statuses will also be stored in the printer ERROR key in the registry and can be extracted with GetPrinterData.
Statuses Defined in winspool.h Table A-1 · Windows Status Compares to Zebra Status PRINTER_STATUS_PAPER_JAM PRINTER_STATUS_USER_INTERVENTION PRINTER_STATUS_PAPER_OUT PRINTER_STATUS_DOOR_OPEN PRINTER_STATUS_PAPER_PROBLEM PRINTER_STATUS_NOT_AVAILABLE PRINTER_STATUS_ERROR PRINTER_STATUS_NOT_AVAILABLE PRINTER_STATUS_NOT_AVAILABLE PRINTER_STATUS_NOT_AVAILABLE PRINTER_STATUS_NOT_AVAILABLE PRINTER_STATUS_NOT_AVAILABLE Paper jam (ESC ENQ 1 = NAK 1) Cutter not home (ESC ENQ 1 = NAK 2) Out of paper (ESC ENQ 1 = NAK 3) Print head lifted (ESC ENQ 1 = NAK 4) Paper feed problem (ESC ENQ 1 = NAK 5) Temperature error (ESC ENQ 1 = NAK 6) Presenter jam (ESC ENQ 1 = NAK 7), check ExtendedError Retract jam (ESC ENQ 1 = NAK 8), check ExtendedError Black mark not found (ESC ENQ 1 = NAK 10), check ExtendedError Black mark calibration error (ESC ENQ 1 = NAK 11), check ExtendedError Index error (ESC ENQ 1 = NAK 12), check ExtendedError Checksum error (ESC ENQ 1 = NAK 13), check ExtendedError 8/6/2010 KR203 Software Integrator Guide P1028248-001 Rev. A A-2 Appendix A Windows Compatible Status Table A-1 · Windows Status Compares to Zebra Status PRINTER_STATUS_NOT_AVAILABLE PRINTER_STATUS_NOT_AVAILABLE PRINTER_STATUS_NOT_AVAILABLE PRINTER_STATUS_TONER_LOW PRINTER_STATUS_OUTPUT_BIN_FULL Wrong firmware (ESC ENQ 1 = NAK 14), check ExtendedError Retract occurred (ESC ENQ 1 = NAK 16), check ExtendedError Paused (ESC ENQ 1 = NAK 17), check ExtendedError Paper near end (ESC ENQ 6) Paper in presenter (ESC ENQ 6) Table A-2 · Status definition in Winspool.h #define PRINTER_STATUS_ERROR #define PRINTER_STATUS_PAPER_JAM #define PRINTER_STATUS_PAPER_OUT #define PRINTER_STATUS_PAPER_PROBLEM #define PRINTER_STATUS_OFFLINE #define PRINTER_STATUS_OUTPUT_BIN_FULL #define PRINTER_STATUS_NOT_AVAILABLE #define PRINTER_STATUS_TONER_LOW #define PRINTER_STATUS_USER_INTERVENTION #define PRINTER_STATUS_DOOR_OPEN 0x00000002 0x00000008 0x00000010 0x00000040 0x00000080 0x00000800 0x00001000 0x00020000 0x00100000 0x00400000 Note · In order to indicate the Paper-near-end status, the driver utilizez the unused Microsoft status code PRINTER_STATUS_TONER_LOW. P1028248-001 Rev.
A KR203 Software Integrator Guide 8/6/2010 Appendix A Windows Compatible Status A-3 Windows Incompatible Status If a printer status doesn't have a corresponding Windows status the Error key will have PRINTER_STATUS_NOT_AVAILABLE set and you need to evaluate the ExtendedError key. Statuses that have a representation within the Windows status may also have an ESC ENQ 1 NAK value (see Table A-1) and will be stored in the printer ExtendedError key in the registry and can be extracted with GetPrinterData using the ExtendedError key. For the meanings of these NAK responses see the appropriate Technical Manual for your printer, under the ESC ENQ 1 section. Note · Any other Windows status may be used in the future, so mask away undefined bits in your application! Table A-3 · GetPrinterData Key Values Printer DsMonitor Key Explanation Type Error ErrorEvent ExtendedError StatusEvent DeleteJob Printer Error or Status in Windows 16-bit format Error event name for error event trigger Extended status according to Appendix B Status event name for status event trigger Flag to delete print jobs on error REG_DWORD REG_SZ REG_DWORD REG_SZ REG_DWORD 8/6/2010 KR203 Software Integrator Guide P1028248-001 Rev. A A-4 Appendix A Windows Compatible Status P1028248-001 Rev. A KR203 Software Integrator Guide 8/6/2010 Appendix B Programming Example Background In order to incorporate the way status monitoring works for the KR203 printer setup, it is important to understand what happens in a kiosk when you print, and when status monitoring should take place. Status monitoring can be handled in two ways: · Monitoring in the printing application. · Monitoring in a separate application. When monitoring takes place in the printing application, normally the printer is observed before sending a print job to see if the printer is "OK" and then send the print job. After the print job is signaled as being printed, the status is checked again to see if the printer has any errors or if the paper has been taken, etc.

Monitoring in a separate application usually doesn't allow direct interaction with the printed job so the printer is polled as often as possible to get most accurate information on what the printer is doing. This is usually very time consuming and care must be taken for synchronizing with a current print job. Since the latter example is most commonly used for status monitoring, an event notification has been incoprorated into the language monitor to allow a monitoring application to do other tasks and have a separate thread listening for the printer status or error event change. When this occurs the thread is simply getting the status and reporting this back to the main program or doing any other kind of reporting. To accommodate this notification for all error and status changes, two mechanisms have been incorporated into the language montor. 8/6/2010 KR203 Software Integrator Guide P1028248-001 Rev. A B-2 Appendix B Programming Example · Monitoring while printing Status monitoring has been implemented in the internal printing structure of the language montor. When a document is opened, printed, and closed, the language monotr will check the printer status before and after printing and will also react to write errors if any occur. It will then set the printer status and raise the error event. · Monitoring while idle An internal status thread has been implemented which reads printer status and provides changed status information in the same manner.
It will set the status and raise an error or status event. Therefore, it is not necessary for any other monitoring loop to be implemented, simply wait for an event in the application's idle loop. P1028248-001 Rev. A KR203 Software Integrator Guide 8/6/2010 Appendix B Implementation in Calling Application B-3 Implementation in Calling Application 1. Open the Printer.
The first step of the implementation is to open the printer required to monitor and get the Error event and Status even name. bRet = OpenPrinter(m_csPrinter.GetBuffer(1), &hPrinter, &pd); ...
if ((dRet = GetPrinterData(hPrinter, "ErrorEventName", &dType, (LPBYTE)cTmp, 100, &dNeeded))!=ERROR_SUCCESS) .

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.. if ((dRet = GetPrinterData(hPrinter, "StatusEventName", &dType, (LPBYTE)cTmp, 100, &dNeeded))!=ERROR_SUCCESS) ... 2. Open the Event Handles. Open the two event handles and fill these handles into a structure that will pass on to the new thread. typedef struct _CStatusThreadInfo { HWNDmyHwnd; DWORDdSleepTime; HANDLEhPrinter; HANDLEhError; HANDLEhStatus; BOOLm_hStatusEventKillThread; } CStatusThreadInfo; .

.. if ((cTi.hError = OpenEvent(SYNCHRONIZE, TRUE, m_csErrorEvent))==NULL) ... if ((cTi.hStatus = OpenEvent(SYNCHRONIZE, TRUE, m_csStatusEvent))==NULL) Step: Start Monitoring When all this is done you can start your monitoring thread. m_StatusThread = AfxBeginThread(StatusThreadProc, &cTi, THREAD_PRIORITY_NORMAL,0,0,NULL); 8/6/2010 KR203 Software Integrator Guide P1028248-001 Rev. A B-4 Appendix B Implementation in Monitor Thread Implementation in Monitor Thread 1.

Fill Event Arrays In the monitoring thread, create and fill an array of handles with the error and status event handle. myHandle[0] = pInfo->hError; myHandle[1] = pInfo->hStatus; 2. Start the Waiting Loop Start the waiting loop. UINT StatusThreadProc(LPVOID pParam) { CStatusThreadInfo pInfo = (CStatusThreadInfo*)pParam; longdwResult=0; longdwRet=0; TCHARstr[50]={0}; HANDLEmyHandle[2]={NULL}; DWORDdType=0; DWORDdNeeded=0; DWORDdwPgCnt=0; DWORDdwCutCnt=0; if (pInfo == NULL) { OutputDebugString(L"### entering Status Poll thread Failed!\n"); return 1; } myHandle[0] = pInfo->hError; myHandle[1] = pInfo->hStatus; HWND hWnd = GetDlgItem((HWND)pInfo->myHwnd, IDC_STATUS); //HWND hWnd = pInfo->myHwnd; OutputDebugString(L"### entering Status Poll thread..*

*.\n"); SendMessage(hWnd, WM_SETTEXT, 0, (LPARAM)(L"### entering Status Poll thread...")); // if pObject is not valid P1028248-001 Rev. A KR203 Software Integrator Guide 8/6/2010 Appendix B Implementation in Monitor Thread B-5 while(pInfo->m_hStatusEventKillThread) { if ((dwRet = WaitForMultipleObjects(2, myHandle, FALSE, pInfo->dSleepTime))!=WAIT_FAILED) { if (dwRet==WAIT_OBJECT_0 || dwRet==WAIT_OBJECT_0+1) { if ((dwRet = GetPrinterData(pInfo->hPrinter, L"Error", &dType, (LPBYTE)&dwResult, sizeof(dwResult), &dNeeded))!=ERROR_SUCCESS) { swprintf_s(str, 50, L"### [Status Thread error %d] read [%08X]\n", dwRet, dwResult); } else swprintf_s(str, 50, L"### [Status Thread] read [%08X]\n", dwResult); OutputDebugString(str); swprintf_s(str, 50, L"### [Status Thread] read [0x%08X]", dwResult); SendMessage(hWnd, WM_SETTEXT, 0, (LPARAM)(str)); if (dwResult & 0x00000000) SendMessage(hWnd, WM_SETTEXT, 0, (LPARAM)(L"PRINTER_STATUS_OK")); if (dwResult & PRINTER_STATUS_ERROR) SendMessage(hWnd, WM_SETTEXT, 0, (LPARAM)(L"PRINTER_STATUS_ERROR")); if (dwResult & PRINTER_STATUS_PENDING_DELETION) SendMessage(hWnd, WM_SETTEXT, 0, (LPARAM)(L"PRINTER_STATUS_PENDING_DELETION")); if (dwResult & PRINTER_STATUS_PAPER_JAM) SendMessage(hWnd, WM_SETTEXT, 0, (LPARAM)(L"PRINTER_STATUS_PAPER_JAM")); if (dwResult & PRINTER_STATUS_PAPER_OUT) SendMessage(hWnd, WM_SETTEXT, 0, (LPARAM)(L"PRINTER_STATUS_PAPER_OUT")); if (dwResult & PRINTER_STATUS_PAPER_PROBLEM) SendMessage(hWnd, WM_SETTEXT, 0, (LPARAM)(L"PRINTER_STATUS_PAPER_PROBLEM")); if (dwResult & PRINTER_STATUS_OFFLINE) SendMessage(hWnd, WM_SETTEXT, 0, (LPARAM)(L"PRINTER_STATUS_OFFLINE")); if (dwResult & PRINTER_STATUS_IO_ACTIVE) 8/6/2010 KR203 Software Integrator Guide P1028248-001 Rev. A B-6 Appendix B Implementation in Monitor Thread SendMessage(hWnd, WM_SETTEXT, 0, (LPARAM)(L"PRINTER_STATUS_IO_ACTIVE")); if (dwResult & PRINTER_STATUS_BUSY) SendMessage(hWnd, WM_SETTEXT, 0, (LPARAM)(L"PRINTER_STATUS_BUSY")); if (dwResult & PRINTER_STATUS_PRINTING) SendMessage(hWnd, WM_SETTEXT, 0, (LPARAM)(L"PRINTER_STATUS_PRINTING")); if (dwResult & PRINTER_STATUS_OUTPUT_BIN_FULL) SendMessage(hWnd, WM_SETTEXT, 0, (LPARAM)(L"PRINTER_STATUS_OUTPUT_BIN_FULL")); if (dwResult & PRINTER_STATUS_PROCESSING) SendMessage(hWnd, WM_SETTEXT, 0, (LPARAM)(L"PRINTER_STATUS_PROCESSING")); if (dwResult & PRINTER_STATUS_USER_INTERVENTION) { SendMessage(hWnd, WM_SETTEXT, 0, (LPARAM)(L"PRINTER_STATUS_USER_INTERVENTION")); } if (dwResult & PRINTER_STATUS_DOOR_OPEN) SendMessage(hWnd, WM_SETTEXT, 0, (LPARAM)(L"PRINTER_STATUS_DOOR_OPEN")); if (dwResult & PRINTER_STATUS_NOT_AVAILABLE) { SendMessage(hWnd, WM_SETTEXT, 0, (LPARAM)(L"PRINTER_STATUS_NOT_AVAILABLE")); if ((dwRet = GetPrinterData(pInfo->hPrinter, L"ExternalError", &dType, (LPBYTE)&dwResult, sizeof(dwResult), &dNeeded))!=ERROR_SUCCESS) { swprintf_s(str, 50, L"### [Status Thread error %d read [%08X]\n", dwRet, dwResult); } else swprintf_s(str, 50, L"### [External Error] read [%08X]\n", dwResult); OutputDebugString(str); swprintf_s(str, 50, L"### [External Error] read [%08X]", dwResult); SendMessage(hWnd, WM_SETTEXT, 0, (LPARAM)(str)); } } else P1028248-001 Rev. A KR203 Software Integrator Guide 8/6/2010 Appendix B Implementation in Monitor Thread B-7 SendMessage(hWnd, WM_SETTEXT, 0, (LPARAM)(L"Timeout, no status happened")); } else { dwRet = GetLastError(); swprintf_s(str, 50, L"### Wait function failed! [%d]\n", dwRet); OutputDebugString(str); } } SendMessage(hWnd, WM_SETTEXT, 0, (LPARAM)(L"Leaving Status Thread")); AfxEndThread(1); return 1; } When an event occurs, the status with GetPrinterData using the "Error" key will need to be obtained, and the result decoded according to the sample or an equivalent manner. In any case a message can be sent, or any form of status reporting can be done. 8/6/2010 KR203 Software Integrator Guide P1028248-001 Rev. A B-8 Appendix B WMI Script to get Basic Status WMI Script to get Basic Status ' VBScript source code ttpname="" strComputer = "." Set objWMIService = GetObject("winmgmts:" _ & "{impersonationLevel=impersonate}!\\" & strComputer & "\root\cimv2") Set wbemObjectSet = objWMIService.ExecQuery("SELECT * FROM Win32_Printer") For Each wbemObject In wbemObjectSet if wbemObject.Default = TRUE then ttpname = wbemObject.Caption Wscript.*

Echo Case 1 strPrinterStatus = "Other" strExtendedPrinterStatus wbemObject.ExtendedPrinterStatus Case 2 strPrinterStatus = "Unknown" Case 3 strPrinterStatus = "Idle" Case 4 strPrinterStatus = "Printing" Case 5 strPrinterStatus = "Warmup" Case 6 strPrinterStatus = "Stopped printing" Case 7 strPrinterStatus = "Offline" End Select Wscript.Echo Case 0 Wscript.Echo "DetectedErrorState: " & wbemObject.DetectedErrorState & " Unknown" case 1 Wscript.

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Echo "DetectedErrorState: " & wbemObject.DetectedErrorState & " Other" case 2 P1028248-001 Rev. A KR203 Software Integrator Guide 8/6/2010 "Printer " & ttpname Select Case wbemObject.PrinterStatus = "Printer Status: " & strPrinterStatus Select Case wbemObject.DetectedErrorState Appendix B WMI Script to get Basic Status B-9 Wscript.
Echo "DetectedErrorState: " & wbemObject.DetectedErrorState & " No Error" case 3 Wscript.Echo "DetectedErrorState: " & wbemObject.DetectedErrorState & " Low Paper" case 4 Wscript.Echo "DetectedErrorState: " & wbemObject.
DetectedErrorState & " No Paper" case 5 Wscript.Echo "DetectedErrorState: " & wbemObject.DetectedErrorState & " Low Toner" case 6 Wscript.Echo "DetectedErrorState: " & wbemObject.DetectedErrorState & " No Toner" case 7 Wscript.
Echo "DetectedErrorState: " & wbemObject.DetectedErrorState & " Door Open" case 8 Wscript.Echo "DetectedErrorState: " & wbemObject.DetectedErrorState & " Jammed" case 9 Wscript.Echo "DetectedErrorState: " & wbemObject.DetectedErrorState & " Offline " case 10 Wscript.Echo "DetectedErrorState: " & wbemObject.DetectedErrorState & " Service Requested" case 11 Wscript.Echo "DetectedErrorState: " & wbemObject.DetectedErrorState & " Output Bin Full" End Select Select Case wbemObject.

ExtendedDetectedErrorState Case 0 Wscript.Echo "ExtendedDetectedErrorState: " & wbemObject.ExtendedDetectedErrorState & " Unknown" case 1 Wscript.Echo "ExtendedDetectedErrorState: " & wbemObject.ExtendedDetectedErrorState & " Other" case 2 Wscript.Echo "ExtendedDetectedErrorState: " & wbemObject.ExtendedDetectedErrorState & " No Error" case 3 Wscript.Echo "ExtendedDetectedErrorState: " & wbemObject.ExtendedDetectedErrorState & " Low Paper" 8/6/2010 KR203 Software Integrator Guide P1028248-001 Rev. @@@@@@@@You can access this dialog box by doing the following: 1. Double-click on the printer's icon in the Control Panel or select Settings in the Start menu and then choose the Printers option. 2. In the Printers window, select Server Properties from the File menu. 3. Use the Forms tab of the Print Server Properties dialog box to view printer forms.
8/6/2010 KR203 Software Integrator Guide P1028248-001 Rev. A C-2 Appendix C Setup Printer Forms in Windows XP and Vista Viewing and Creating Printer Forms Forms are used by the print server to define the standard sizes for paper, envelopes, and transparencies. To view the current settings for a printer form, follow these steps: 1. Open the Print Server Properties dialog box and then click on the Forms tab as shown above. 2.
Use the Forms On list box to select the form you want to view. The form settings are shown in the Measurements area. You can't change or delete the default system forms. To create a new form, follow these steps: 1. Access the Forms tab of the Print Server Properties dialog box. 2. Use the Forms On list box to select the existing form on which you want to base the new form. 3. Select the Create A New Form check box. 4.

Enter a new name for the Form in the Form Description For field. 5. Use the fields in the Measurements area to set the paper size and margins. 6. Choose the Save Form button to save the form. P1028248-001 Rev. A KR203 Software Integrator Guide 8/6/2010 Appendix C Setup Printer Forms in Windows 7 C-3 Setup Printer Forms in Windows 7 You can use Print Management to manage printer forms. To open Print Management, click Start, point to Administrative Tools, and then click Print Management. You must have Administrative permissions to perform this task. To manage forms: 1.
Open Print Management. 8/6/2010 KR203 Software Integrator Guide P1028248-001 Rev. A C-4 Appendix C Setup Printer Forms in Windows 7 2. In the left pane, click Print Servers, click the applicable print server, right-click Forms, and then click Manage Forms. 3.
In the Printer Server Properties dialog box, do the following: P1028248-001 Rev. A KR203 Software Integrator Guide 8/6/2010 Appendix C Setup Printer Forms in Windows 7 C-5 4. To create a new form, select an existing form, select the Create a new form check box, change the printer measurement units, paper size, and printer area margins as needed, click Save Form, and then click OK. 5. To delete a form, select the form, click Delete, and then click OK. 8/6/2010 KR203 Software Integrator Guide P1028248-001 Rev. A C-6 Appendix C Setup Printer Forms in Windows 7 P1028248-001 Rev. A KR203 Software Integrator Guide 8/6/2010 .

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